



DEPARTMENT OF VOCATION
B.VOC INFORMATION TECHNOLOGY
CMS COLLEGE KOTTAYAM (AUTONOMOUS)

IT SUPPORT PROFESSIONAL

Value Added Course for Semester two



Course	Details				
Code	IT18A1002				
Title	IT SUPPORT PROFESSIONAL				
Degree	B.VOC Information Technology				
Branch(s)	Computer Science				
Year/Semester	Second semester				
Type	Add-on				
Credits	2	Hrs/Week	Hours 6	Total Hours	36

CO No.	Expected Course Outcomes <i>Upon completion of this course, the students will be able to:</i>	Cognitive Level	PSO No.
1	Implement system installation, keeping system in running condition and troubleshooting if any problem arises.	Ap	1,2,3,4
2	Understand and create files in MS Office with different formatting features	C	1,2,3,4
Cognitive Level: R-Remember; U-Understanding; Ap-Apply; An-Analyze; E-Evaluate; C-Create			

Module	Course Description	Hrs	CO. No.
1.0	Technical Support Fundamentals	18	
1.1	Computer hardware-CPU RAM Motherboard Peripherals	2	1
1.2	Operating System –Components, Chrome OS	2	1
1.3	Process Management, Memory Management, IO Management	2	1
1.4	Logs, Boot Process	2	1
1.5	Installing Windows, Linux, Mac OS X	2	1
1.6	Networking basics, Networking hardware	2	1
1.7	IoT, Privacy and Security	2	1
1.8	Installing, Updating and Removing Software on Windows	2	1
1.9	Installing, Updating and Removing Software on Linux	2	1
2.0	MS Office Fundamentals	18	
2.1	MS Word- Basic menus, tools, Document creation	3	2
2.2	MS Excel- Basic menus, tools, functions, formatting	3	2
2.3	MS Access- Basic menus, tools	3	2
2.4	MS Power point- Basic formatting of slides, creating animations	3	2
2.5	MS Outlook	3	2
2.6	Basic functions of Windows and Internet Explorer	3	2

Text Books for Reference

1. Microsoft Office 2016 Step by Step: MS Office 2016- John Lambert, Curtis Frye
2. Lotia and Nair- Modern all about motherboard.
3. Operating System Principles, Seventh Edition, Abraham Silberschatz, Peter Galvin and Greg Gagne, John Wiley

CMS COLLEGE, KOTTAYAM(AUTONOMOUS)
DEPARTMENT OF VOCATION

VALUE ADDED COURSE: IT SUPPORT PROFESSIONAL
COURSE CODE: IT18A1002
SEMESTER 2

LIST OF STUDENTS

Sl. No.	UPRN	Name
1	183119101	Ahalya S Monichen
2	183119102	Anju Achamma Varghese
3	183119103	Annie Antony
4	183119104	Anumol Markose
5	183119105	Avani K Shanavas
6	183119107	Hayarunnisa P S
7	183119108	Jofinamol Mathew
8	183119109	Juby Josephy Johnson
9	183119110	Mardona Baiju
10	183119113	Rose Mary Issac
11	183119114	Sarath Remesh
12	183119115	Sebastian Raju
13	183119116	Soniya Joy
14	183119117	Soumya Symon
15	183119118	Stebymon S
16	183119119	Subin T Issac
17	183119120	Tom Thomas

CMS College Kottayam (Autonomous)

Department of Vocation

B Voc Information Technology

Report – Value Added Course


Title :IT Support Professional

Course Code : IT18A1002

Semester :2

The value added course on IT Support Professional discusses the fundamental of technical support for computer systems. Specifically, the fundamentals of computer hardware, operating system, installing various operating systems, basics of networking, IOT were introduced. The installation, updating and removing software from Windows and Linux was also discussed. The course also focuses on understanding the basic menus, tools and document creation in MS word, MS Excel, MS Access and MS power point. Assignments based on each module were given and evaluated. A report based on the work done was submitted.




Head of the Department
B.Voc
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